



## Variations in Care Management of High Risk Patients

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### **Rationale:**

This comparative case study focuses on the PACT directive related to Care Management of High Risk Patients, which is to “identify patients at high risk for higher levels of care and appropriately intervene.” While this PACT element falls under the PACT pillar “Care Management and Coordination,” the policies and practices put into place to meet this PACT requirement also touch upon Access and Practice Redesign and illustrate the interdependence of several PACT-related changes. Thus, by studying the implementation of policies and practices related to care management for high risk patients, we gain a lens through which to understand barriers and facilitators to PACT implementation more generally.

### **Aims:** We aim to understand

- What inter- and intra-facility variations exist in approaches to care management of high risk patients across the VISN, and what factors lead to these variations
- How local PACT implementers understand the directive for care management of high risk patients, in terms of how guidelines from VA leadership do or do not map to the realities on the ground
- What approaches to care management of high risk patients are perceived by PACT implementers to be more or less effective
- What impact (positive and negative) activities related to care management of high risk patients have on PACT team members and on patients

### **Stage of Development:**

Interviews with key contacts at each site were completed in FY 11 Quarter 3. Coding of interview transcripts will be completed by February 2012.

### **Methods:**

Semi-structured telephone interviews with up to two key contacts at each of the ten VISN 4 facilities. Interviews focused on: overall implementation plan for care management of high risk patients, how ‘high risk’ is being defined, how high risk registries are being populated, who is implementing care management activities and what activities are being implemented, and challenges and successes encountered to date.

**Results:** There are no results yet as analysis has not yet been completed.

**Future Plans:** Upon completion of analysis and write-up, findings will be disseminated internally to key stakeholders within the VA. The potential impact of Care Management activities on job role of members of the PACT team will be discussed as part of a Cyberseminar planned for March 21<sup>st</sup> in partnership with members of the VISN 23 Demonstration Laboratory.